

Subject: READ: CPI - Crisp Dynamic Filtering relaunch
Date: Monday, September 18, 2017 at 4:02:03 PM Pacific Daylight Time
From: Ross, Katie
To: #DI GX GSR
CC: #DCPI GX Product Services, #DI GE Management and Team Leads

Hi all,

We are relaunching the Dynamic Filter in Club Penguin Island, the plan is to re-release this this week. This email is to give the pre-launch overview. Please give it a read through and let me know if you have questions. I will send out another communication once this feature is officially live.

Overview:

Dynamic Filtering is an additional layer on top of profiling and suspensions. Previously words were defined as 'blocked' (blacklist or unmatched) or 'allowed' (whitelist). Now there will be another layer where an account will have either Strict or Standard chat.

- Standard = the player has full access to any whitelisted word or phrase
- Strict = the player will have access to a reduced whitelist focussed on gameplay

How it works:

All players start on Standard chat. If a player receives a suspension, the next time they log in they will be on the Strict policy and will be more limited in the chat that will successfully go through the filter for a set amount of time. If there are no additional actions taken on the account during that time, the player will move back to Standard. *Please note this may change! Once it is more refined, we may be able to move players to the strict policy after a number of warnings instead of having to wait for a suspension to occur... but that is a future goal!*

Guest facing message:

As with all moderation questions, we are vague- players need to show that they can follow the rules of the Island.

Support:

- Why so vague? We want the flexibility to adjust the way players move between the lists as we go along. Upon launch it will be a set amount of days but this may change in the future.
- Follow the current policy with ban/suspension details: we can speak generally to players about which rule was broken by the type of suspension that was placed. ***remember to reference the Club Penguin Island rules NEVER the Crisp suspension reasons***
 - Respect Others – No bullying or being mean to others
 - Chat nicely – no rude or inappropriate language
 - Stay Safe Online – No sharing personal Information
 - Play Fair – no cheating or using third party programs
- What if a suspension is placed in error? We will have the ability to remove the Strict Filter within Axis. I will send out more details on this feature once Dynamic Filtering has officially launched!

This could launch as early as tomorrow so send any questions my way, or reach out to your CPI SMEs Vanessa Stembridge and Krista Brown!

Thanks!

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